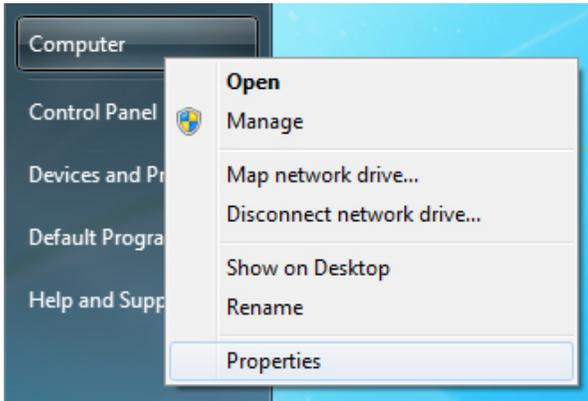


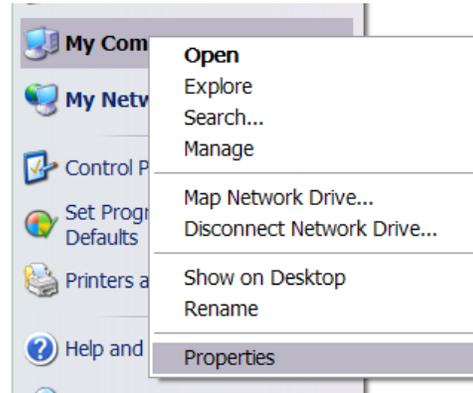
## Appendix C—Troubleshooting ELITEpro XC Driver Installation

If you have connected the **ELITEpro XC** to a computer via the USB cable and the driver fails to install, follow these steps to correct the problem.

- 1) Go to the Device Manager by right-clicking **My Computer** in the Start Menu and selecting **Properties**.

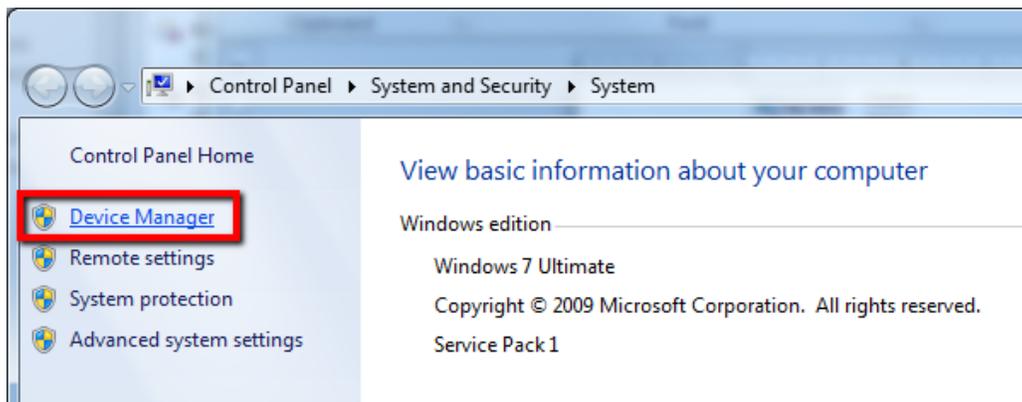


Windows Vista and 7



Windows XP

- 2) In the Properties window, select **Device Manager**. In Windows 7, the Device Manager is on the left side of the window. In Windows XP, select the Hardware tab, then select the Device Manager. See below.

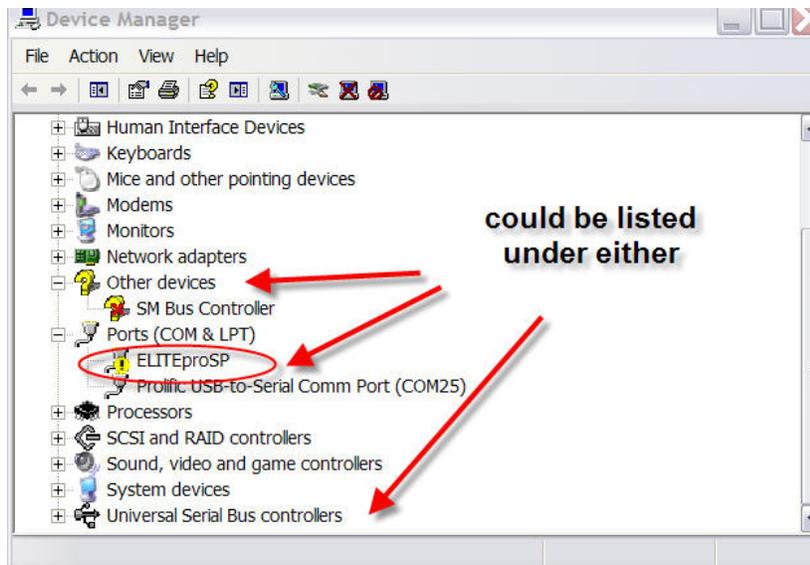


Windows Vista and 7

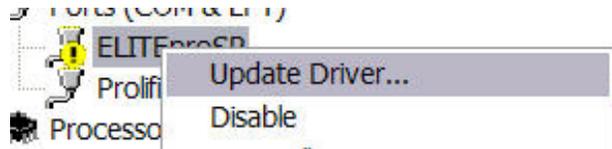


Windows XP

3) Look for the **ELITEpro XC** listed in the Device Manager Window:



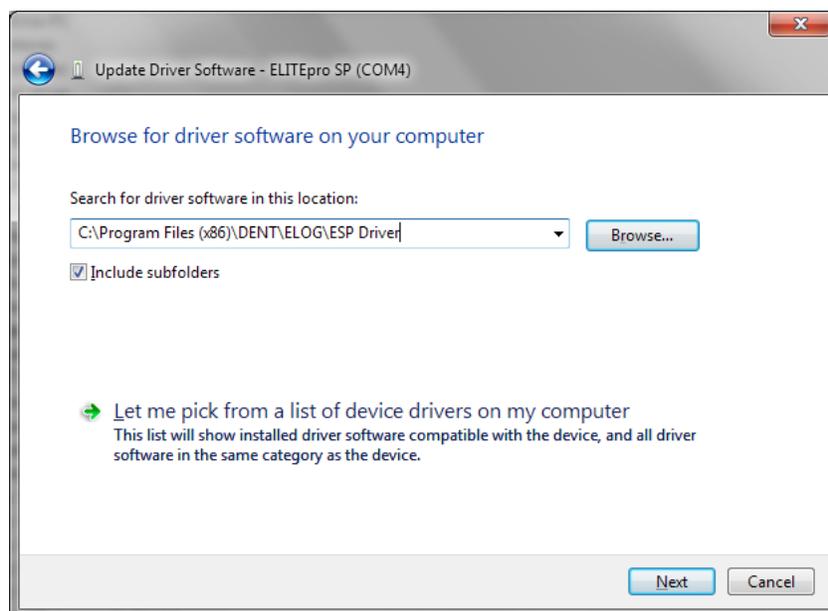
4) Right-click the **ELITEpro XC** and select **Update Driver...**



- 5) In the Hardware Update Wizard, select *Install from a list or specific location (Advanced)* and click Next.



- 6) In the next window, select **Search for driver software in this location:** and Include Subfolders in the search. Click **Browse** and locate the **ELITEpro XC** driver folder in the ELOG 13 directory.



- 7) Click **Next>** and the **ELITEpro XC** driver will install. In the event that you receive a warning dialog box from Microsoft, click **Continue** to proceed.
- 8) Unplug the **ELITEpro XC** and plug it back in. ELOG 13 should launch and automatically connect to the **ELITEpro XC**.